

# 2016 Election Judges' Manual



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## Appendix 4

### Election Day

### Problems and Solutions

- A. Scanning Unit Problems and Solutions
- B. Ballot Marking Device Problems and Solutions
- C. Electronic Pollbook Problems and Solutions

## Table A – Scanning Unit

Message	Cause	Solution
<b>No electrical power</b>	Power cord is not properly inserted into wall outlet or power strip.	Check that the power cord is securely plugged into the wall outlet or power strip.
	Power cord is not properly inserted into the scanning unit.	Check that the internal power cord in the back of the scanning unit is securely plugged into the scanning unit.
	Power strip is not turned on.	Turn on the power strip.
	Circuit breaker or fuse in the polling place has tripped or blown.	Contact building custodian or facility manager. Contact your Local board of elections to report the problem. Record this event in the Election Day Log.
	Power outage in the polling place.	Contact building custodian or facility manager. Contact your Local board of elections. If polling area has sufficient natural light and the scanning units still have battery power, allow voters to continue voting. The Local board of elections will provide additional instructions if the power will be out longer than the battery power can support the scanning units. Record in Election Day Log.
	Widespread power outage in area.	Contact your Local board of elections for instructions. If the polling area has sufficient natural light and the scanning units still have battery power, allow voters to continue voting.
<b>No power cord</b>	Power cord was not included with or attached to the scanning unit.	Set up scanning unit and call the Local board of elections. The scanning unit will have sufficient battery power to operate until a power cord is delivered.
<b>Scanning unit will not power up</b>	Scanning unit may not be plugged into a power source and the battery is dead.	Make sure the electrical cord is plugged properly into a power source. Contact local BOE.
<b>“Battery” message and a red power status bar is visible on top right of scanning unit screen</b>	The scanning unit is running on its battery and the battery power is low.	Make sure all electrical cords are properly plugged in and that the power strip is turned on. The outlet may not be working. Use receptacle tester to test the outlet. If the outlet is not working, move the voting unit to another outlet.
<b>Charging issues</b>	Scanning unit is not receiving power.	Check that the internal power cord on the back of the scanning unit is plugged in.

Message	Cause	Solution
<b>Scanning unit would not turn on before the polls opened and was not used by any voters.</b>	Scanning unit did not power on, did not print the zero report, and could not be used for voting.	Close the lid on the scanning unit. Open the Emergency Ballot Bin to begin voting manually. Contact local BOE. After the election has ended, complete the End the Election Procedures.
<b>Scanning unit shuts down while the Chief Judges are Ending the Election.</b>	Pressed “Power” instead of “Close Polls” button.	Turn voting unit off, and turn on again. Complete End Election Procedures again.
<b>Scanning unit was turned off during voting hours and will not turn back on to End the Election.</b>	Scanning unit will not power back on.	Contact local BOE
<b>No Election Definition message appears when the Scanning unit is turned on</b>	The scanner could not detect a memory stick.	Unlock the compartment and make sure the memory stick is properly installed. If the message still appears, lower the screen and continue voting using the emergency ballot bin. Contact your Local board of elections for assistance.
<b>“Need Another Copy?” message does not appear on the screen after printing either a Zero or Totals Report.</b>	The printing process has stalled.	Unplug the internal power cord located in the back of the scanning unit. Wait one minute and then reconnect the power cord.
<b>The maximum number of unsuccessful security code entry attempts (3) has been reached. The scanner will shut down. Incorrect PIN message appears on the screen when Chief Judges enter password to Open Polls and Close the Polls.</b>	Scanning unit did not recognize password.	Wait 2 minutes until the security code entry process permits another series of three attempts.  Re-enter password. Be sure to press the numbers firmly.  Contact local BOE.

<b>Message</b>	<b>Cause</b>	<b>Solution</b>
<b>Incorrect PIN message appears on the screen when Chief Judges enter password to open the polls</b>	Incorrect PIN was entered or issued.	Contact your Local board of elections for assistance.
<b>Configuration or Zero Report(s) does not automatically start printing when scanning unit is turned on.</b>	No paper in printing compartment.	Install paper with shiny side of paper facing outward. Be sure the blue lever is completely down. If no extra paper is available, call your Local board of elections.
<b>Incorrect precinct is shown on the scanning unit screen and Zero Report</b>		Contact local BOE.
<b>The screen goes blank</b>	Scanning Unit may not be receiving power and has used all of its battery power	Check all power cords. If they are properly inserted, turn the scanning unit off and then back on. If it does not turn on lower the screen, open your emergency ballot compartment and contact the local BOE.
	Paper is jammed.	Remove jammed paper and make sure that the blue lever is down.
	Shiny side of paper is not facing outward.	A blank report printed. Remove the paper roll and re-install with shiny side of paper facing outward.
	The printing process has stalled.	Unplug the internal power cord located in the back of the scanning unit. Wait one minute and then reconnect the power cord.
	Scanning unit is in Pre-Election Mode.	Contact local BOE
<b>Voting Results Report will not print</b>	No paper in printing compartment.	Install paper with shiny side of paper facing outward.
	Paper is jammed	Removed jammed paper and make sure that the level is down.
	The printing process has stalled.	Print report manually from the” Report Type “ box.
<b>Incorrect ballot is shown on the scanning unit screen and zero Report</b>		Call local BOE.

Message	Cause	Solution
<p><b>Access to the scanning unit's top compartment is necessary to resolve a technical problem (i.e. power switch must be turned on or off).</b></p>	<p>A technical problem with the scanning unit.</p>	<ol style="list-style-type: none"> <li>1. Verify that the current tamper tape is intact. If the word "Void" is visible or if there is not tape call your Local board of elections immediately. Record tamper tape issues in the Election Day Log.</li> <li>2. Record on the Voting Equipment Tamper Tape/Security Seal Removal Report that the tamper tape has been removed on this scanning unit during voting hours.</li> <li>3. Record the reason why the compartment needed to be opened on the Voting Equipment Tamper Tape/Security Seal Removal Report.</li> <li>4. Remove the tamper tape and attach it to the back of the Election Day Log.</li> <li>5. Open the compartment and perform the necessary task or observe the authorized technician performing the necessary task.</li> <li>6. When the task is completed, close the compartment door and lock it.</li> <li>7. Put the new tamper tape over the keyhole.</li> <li>8. Record the new tamper tape number on the Voting Equipment Tamper Tape/Security Seal Removal Report.</li> </ol>
<p><b>There is one memory stick in a scanning unit.</b></p>	<p>There is one memory stick in a scanning unit.</p>	<p>Prepare the other scanning units. Contact your Local board of elections.</p>
<p><b>The screen goes blank.</b></p>	<p>Scanning unit may not be receiving power and has used all the battery power.</p>	<p>Check all power cords. If they are properly plugged in, turn the scanning unit off and then turn it back on. If the scanning unit does not turn on, lower the screen, open your emergency ballot bin compartment and contact your Local board of elections.</p>
<p><b>Scanning unit is wobbly.</b></p>	<p>Wheels may not be locked.</p>	<p>Lock the wheels by pressing down on the metal tabs.</p>

Message	Cause	Solution
<b>Emergency Ballot Storage Bin</b>	If the Scanning Unit fails during an election, use the following procedure to store ballots in the emergency bin until you can repair or replace the scanner.	Metal Ballot Box – make sure the top hinged panel is in the raised and locked position. Unlock the door to the emergency ballot storage bin and flip the hinged panel on the inside of the door down, to gain access to the storage bin slot. Close, lock and seal the compartment door. Voters may now insert ballots in the newly exposed slot for emergency storage. Store uncounted ballots in the emergency ballot storage bin until you can repair or replace the scanner.
<b>Recovering or Replacing the Scanning Unit</b>	Follow the steps below if one of your scanners fails and must be replaced;	<p>Contact the BOE.</p> <p>At the direction and under the guidance of BOE Staff perform the following:</p> <ol style="list-style-type: none"> <li>1. Turn the malfunctioning scanner off by holding down the power button for about 30 seconds. Once the scanner powers down remove the election definition USB flash drive from the slot.</li> <li>2. Insert the USB flash drive into the replacement scanner, and turn the power on. The replacement Scanning Unit validates the USB flash drives poll place media. If the revalidation fails, you will receive a message that the validation has failed.</li> <li>3. Enter your Election Code. Once the Scanning Unit accepts the code it writes the encrypted data to the root of the USB flash drive.</li> <li>4. A Configuration Report will print after the security code is successfully entered.</li> <li>5. After entering the election security code (if required) the Polls Close screen appears.</li> <li>6. Press Report Options if you would like to print additional reports. When you are ready press Don't Close Keep Voting.</li> <li>7. The replacement unit is now ready to continue voting.</li> </ol>

Message	Cause	Solution
<b>Calibrate the Touch Screen</b>	If the Scanning Unit does not respond to touch, or if a screen other than the one you selected appears, the screen may need calibration. Take the following steps to calibrate.	<p>Contact the BOE. At the direction and under the guidance of BOE Staff perform the following:</p> <p>If your Scanning Unit is turned on, remove all USB media devices from the scanning unit, including the backup USB device.</p> <p>Unlock the access door to the scanning unit.</p> <p>Press the top CLOSE POLLS button to access the calibration.</p> <p>The following message will appear. “Press the circle in the upper –left corner of the screen”.</p> <p>The following message will appear.</p> <p>Press the circle in the lower-right corner of the screen. The following message will appear.</p> <p>Press Save &amp; Exit to save your changes. Press Recalibrate to recalibrate the scanning unit.</p>
<b>Calibrate after election is loaded</b>		<p>To calibrate the touchscreen after the election is loaded but prior to opening polls or from the Polls Closed screen, press the Admin button in the upper-right corner. Press Log In on the next screen.</p> <p>The Enter Administration Code screen appears, asking for a code. Enter your code and press Accept.</p> <p>The Administration menu will appear. From the Administration menu, press System Settings.</p> <p>The System Settings will appear.</p> <p>Press Calibrate Touch Screen. The Calibrate Touch Screen will appear the press Continue.</p> <p>The following message will appear. Press the circle in the upper-left corner of the screen.</p> <p>Press the circle in the lower-right corner of the screen.</p> <p>Press SAVE &amp; Exit to save your changes. Press Recalibrate to recalibrate the scanner.</p>
<b>Unable to create report file</b>	The scanner is unable to generator a report.	Contact local BOE immediately.
<b>Missing PRECINCT_LABEL information</b>	Election definition information is missing	Contact local BOE immediately.

<b>Message</b>	<b>Cause</b>	<b>Solution</b>
<b>Touch Screen Calibration failed</b>	The scanner failed to process the touchscreen calibration.	Recalibrate the scanner. If this fails, contact Local board of elections.
<b>Ballot found in scanning unit during startup is ejected.</b>	The scanner detected a ballot in the feed path during the startup.	Contact local BOE immediately. Record in chief judge log and place the ballot in Chief's red folder.
<b>Ballot found in scanning unit during startup but could not be removed.</b>	The scanner detected a ballot in the feed path during the startup.	Contact local BOE immediately. Attempt to remove the ballot from the feed path. If the ballot is removed place it in the Chief's red folder. Record in Chief Judge log.
<b>Printer error</b>	A printing error has occurred	Open the printer and check for a paper jam or check to see if the printer needs paper.
<b>Battery low signal received</b>	The battery is low.	"If possible, plug the scanner into a different power outlet. The battery may need to be charged for about seven hours."
<b>Over voted</b>	The scanner has detected an over voted ballot.	"The voter must choose to reject the ballot and make corrections, or accept the ballot with errors."
<b>Incomplete marks</b>	The scanner has detected a ballot with Unreadable marks (Marginal Marks).	"The voter must choose to reject the ballot and make corrections, or accept the ballot with the unreadable marks."
<b>Voter Rejected Over voted Ballot</b>	The scanner has returned an over voted ballot to the voter.	Direct the voter to a Voting Judge for assistance with getting a replacement ballot.
<b>Voter Rejected Blank Ballot</b>	The scanner has returned a blank ballot to the voter.	The voter must make corrections to the blank ballot and reinsert the ballot into the scanner.
<b>Automatically reject unreadable mark.</b>	A contest has marks the scanner cannot read and the scanner has been programmed to automatically reject ballot with unreadable marks.	The voter must make their ballot corrections and reinsert the ballot into the scanner.
<b>Voter Rejected a Ballot with Incomplete marks</b>	The scanner has returned a ballot with unreadable marks to the voter.	The voter must make corrections to the ballot and rescan the ballot.

<b>Message</b>	<b>Cause</b>	<b>Solution</b>
<b>Invalid code entered</b>	An incorrect security code was entered.	Reenter the security code.
<b>No media or incorrect Validation Media detected</b>	Either no USB stick was inserted for the Validation media creation process or the stick inserted was incorrect (usually a poll/EQC stick)	Contact local BOE immediately.
<b>Ballot jams when scanning</b>	Ballot jammed	Follow on screen instructions.
<b>Unit Failed</b>	An error occurred while inserting the ballot.	Reinsert the ballot. If the error continues, alert a Chief judge for assistance.  Direct voter to a voting judge for assistance with getting a replacement ballot.
<b>Error scanning ballot</b>	An error occurred while scanning the ballot.	Reinsert the ballot. If the error continues, alert a Chief judge for assistance.  Direct voter to a voting judge for assistance with getting a replacement ballot.
<b>Error detecting ballot.</b>	An error occurred while inserting the ballot	Reinsert the ballot. If the error continues, alert a Chief judge for assistance.  Direct voter to a voting judge for assistance with getting a replacement ballot.
<b>Unable to eject ballot.</b>	The ballot was tabulated, but it did not go into the ballot bin.”	Open the ballot box door and clear any jammed ballots. If no ballot jams are detected, open the scanning unit read head and advance the counted ballot into the ballot box.
<b>Unable to detect ballot diverter</b>	The scanning unit was unable to detect ballot diverter	Check the diverter connection on the back of the scanner and press Retry.
<b>Unable to get ballot ID</b>	The scanner could not read the ballot ID.	Reinsert the ballot. If the error continues, alert a Chief judge for assistance.  Direct voter to a voting judge for assistance with getting a replacement ballot.
<b>Unable to get mark on ballot.</b>	A marking error occurred while the scanner scanned the ballot	Reinsert the ballot. If the error continues, alert a Chief judge for assistance.  Direct voter to a voting judge for assistance with getting a replacement ballot.

Message	Cause	Solution
<b>Unable to set target type</b>	A targeting error occurred while the scanner scanned the ballot.	Reinsert the ballot. If the error continues, alert a Chief judge for assistance.  Direct voter to a voting judge for assistance with getting a replacement ballot.
<b>Unable to set ballot size</b>	The scanner was unable to set the ballot size for the ballot.	Reinsert the ballot. If the error continues, alert a Chief judge for assistance.  Direct voter to a voting judge for assistance with getting a replacement ballot.
<b>Ballot Couldn't Be Read. Please remove your ballot and re-insert the opposite end first.</b>	The system could not recognize the ballot.	Reinsert the ballot. If the error continues, give the voter a new ballot.”
<b>Ballot was removed during scanning. Please re-insert the ballot completely.</b>	The ballot was not inserted far enough to be scanned, but it was removed before it fell into the ballot bin.	Open the ballot bin and check for jams.
<b>Ballot was not inserted far enough. Please remove your ballot and re-insert it completely.</b>	The ballot was not inserted far enough to be scanned, but it was removed before it reached the ballot rollers.”	Reinsert the ballot into the scanner.
<b>Ballot Jam. Please remove ballot and re-insert.</b>	The ballot is stuck in the scanner.	The ballot could be damaged. Straighten the ballot and rescan it. If jamming continues, give the voter a new ballot and open the read head to check for obstructions in the feed path.
<b>Ballot Jam. Please check the paper path.</b>	Ballots may be jammed in the ballot box.	Pull the scanning unit forward and retrieve the ballot. Open the Ballot Box Area. Check the Scanning Unit for any jams. If you attempt to clear the jam, the ballot could fall into the ballot bin and make it difficult to find if the ballot requires rescanning.

Message	Cause	Solution
<p><b>Multiple ballots were detected. Please remove ballots and insert them one ballot at a time. Ensure your ballot is not folded or damaged.</b></p>	<p>The voter attempted to scan two or more ballots simultaneously.</p>	<p>Rescan the ballot one ballot at a time.</p>
<p><b>Ballot Jam. Please remove ballot and re-insert.</b></p>	<p>The ballot jammed while the scanner was scanning it.</p>	<p>Check the ballot box door. Make sure the ballot bin door is open to allow passage into the box. Rescan the ballot.</p>

## Table B – Ballot Marking Device

Message	Cause	Solution
<b>Ballot marking device does not show a “√” when candidate or questions response is selected.</b>		Press selections more firmly.
<b>Ballot will not eject from the ballot marking device</b>		The chief judge will be requested to eject the ballot activation card from the unit. Chief Judge will remove tamper tape from lock, Using the round key open side compartment. Chief Judge will switch the BMD to Official Mode, the menu will appear and the judge will select “Eject card”. Once the card is ejected, switch back to Voter Mode. Voters can begin voting on the Ballot Marking Device again.
<b>Text on the ballot marking device screen is wavy or distorted.</b>		If the printed card image and the Test Pattern image exactly match (no lines are missing, blurred, distorted), then the unit’s scanner is going bad. Contact the BOE immediately.
<b>Incorrect ballot is on the scanning unit and zero report.(BMD)</b>		Contact the BOE immediately.
<b>Voter complains about lack of privacy while voting.</b>		Ballot Marking Device has features that provide privacy while voting. Ballot Marking Device generates all on-screen notifications and instructions using the voters chosen language in order or preserve privacy and confidentiality of the card. Ballot marking device protects a voter’s selections both on the screen and in printed form, in a stand – alone mode, the ballot marking device can be set up with privacy shields to obscure viewing of the on-screen ballot. In paper form, the card is fully inside the unit at all times, Also, you can display a blank touch screen using the black diamond shaped button on the keypad, to prevent others from viewing contest choices.

Message	Cause	Solution
<b>Voter is unable to read screen because of lighting.</b>		Unfortunately, this unit is set up to be raised at a 90-degree angle. Contact your Local board of elections.
<b>Voter can't hear audio ballot with the headphones.</b>	Volume is too low.	Adjust the volume using the orange colored volume adjuster on braille keypad.
<b>Audio ballot malfunctions.</b>	Headphones are not working.	<ol style="list-style-type: none"> <li>1. Check that the headphone jack is properly connected into the front compartment.</li> <li>2. Try new headphones.</li> <li>3. Set up the headphones and keypad on any other ballot marking device and have the voter vote the ballot from another device.</li> </ol>
<b>Voter requests proof of voting from the ballot marking device.</b>		The current voting system does not provide a receipt for the voter. When the ballot is cast the voter will see a confirmation message on the Scanning Unit screen.
<b>Power switch is in the OFF position and the GREEN power present indicator on the front indicator panel is not lit.</b>  <b>Fuse is blown or open in main circuit breaker panel.</b>	Ballot Marking Device line cord is not connected into a standard 110-volt AC outlet, or power is not available because of a defective outlet.  There is a power outage or disruption.	If the cord is unplugged, insert it into a standard 110-volt AC outlet. If the cord is already unplugged and there is no power outage, try another outlet.  If the problem persists, Contact the BOE for technical support.  During a power outage, the Ballot Marking Device no longer draws power from the AC outlet. In this case, the GREEN power present indicator automatically turns off.
<b>Ballot Marking Device turns ON when powered from a stand 110-volt AC outlet, but will not remain ON during a power outage.</b>	Battery pack is discharged, or it was not allowed to sufficiently charge before the power outage.  Battery pack or the power distribution circuitry if faulty.	Check the battery indicators on the auxiliary panel of the Ballot Marking Device. If the RED indicator is on, the battery pack does not have enough charge to power the unit, Allow the battery pack to fully charge when power is restored.  If neither indicator is on, the battery pack is deeply discharged and therefore not able to power Ballot Marking Device. When power is restored, allow the battery pack to fully charge. If unable to charge, Contact your Local board of elections for technical support (or Roamer)

Message	Cause	Solution
<b>Mode switch is set to the Official position, but service screen is not shown on the touch screen.</b>	Official mode switch, or the Ballot Marking Device Official mode control circuitry is faulty.	Contact the BOE immediately.
<b>Battery Pack does not start to charge after the Ballot Marking Device cord is plugged into a working standard 110-volt AC outlet.</b>	Battery pack is insufficiently charged.	Two battery status indicators on the front indicator panel board appear on when the battery charge increases from insufficient (RED) to sufficient (GREEN).
<b>Battery pack does not reach FULL charge status after the Ballot Marking Device cord is plugged into a working 110-volt AC outlet for a period of approximately 3 to 3 ½ hours.</b>	Ballot Marking Device battery pack or battery pack charging circuitry is faulty.	Replace the battery pack and repeat the charging cycle.  If the issue persists, Contact your Local board of elections for technical support.
<b>Card is inserted but, does not draw into the Ballot Marking Device for processing.</b>	Input photo sensor on the printer or scanner/printer engine board is faulty.	Pull out the card, reboot the Ballot Marking Device, and reinsert the card.  If the issue persists, Contact your Local board of elections for technical support (Roamer)

Message	Cause	Solution
<p><b>No audio is heard when a pair of headphones is inserted in the headphones jack on the front panel.</b></p>	<p>Headphones used by the voter are defective.</p> <p>Volume is set too low.</p> <p>Circuitry associated with commands entry, or the audio processing circuitry is faulty.</p>	<p>Replace the headphones.</p> <p>Increase the volume by repeatedly pressing the Volume Increase Power switch.</p> <p>If the issue persists, Contact your Local board of elections for technical support (Roamer)</p>
<p><b>Ballot Marking Device is non-responsive when a Sip and Puff device or rocker paddle device is connected to the jack on the auxiliary panel.</b></p>	<p>Sip-Puff device (or rocker paddle device) used by the voter may be defective.</p> <p>Ballot Marking Device sip-puff interface circuitry is defective.</p>	<p>The voter is responsible for providing this device. The voter should be offered assistance to vote.</p>
<p><b>Ballot Activation Card does not print.</b></p>	<p>BAC card was incorrectly inserted into the Ballot Marking Device. A proper card has the thermal side up when the corner cut is on the top right.</p>	<p>Reinsert the card.</p> <p>If the issue persists, Contact your Local board of elections for technical support (Roamer).</p>
<p><b>Ballot Activation Card was inserted and rejected. The following message appears: “Paper misfeed”. Please contact an election official.”</b></p>	<p>Card is fed into the Ballot Marking Device incorrectly.</p> <p>Card is damaged (folded or torn).</p>	<p>Reinsert the card.</p> <p>Replace the card and retry.</p> <p>Spoil the card and reissue a new one according to the precinct procedures.</p>

Message	Cause	Solution
<b>Ballot Activation Card was inserted and rejected. The following message appears: "Activation Card not recognized."</b>	Card did not scan properly.  Card is damaged (folded or torn).	Reinsert the card.  Replace the card and retry.
<b>Cannot find USB media device.</b>	USB media device is not in unit or is not fully inserted into the port.	Reinsert the USB media device.  Contact your Local board of elections for technical support (Roamer)
<b>Touch screen does not work.</b>	Touchscreen is not calibrated.	Recalibrate the touch screen.  Replace the touch screen.  Replace the touch screen cable extension.
<b>Ballot Marking Device does not start up.</b>		Contact your Local board of elections for technical support (Roamer).  Ensure that the Ballot Marking Device line cord is plugged into a working standard 110-volt AC outlet.
<b>Ballot Marking Device does not recognize a card even after multiple attempts of cleaning and recalibrating the screen.</b>	Check the quality of the printed bar code.	Spoil the card and reissue a new one according to the precinct procedures.
<b>Touch screen is flickering.</b>		Contact your Local board of elections for technical support (Roamer).

<b>Message</b>	<b>Cause</b>	<b>Solution</b>
<b>LCD is displaying odd colors, vertical or horizontal lines, plain white screen, or screen picture is off-center.</b>		Contact your Local board of elections for technical support (Roamer).

## Table C – Electronic Pollbook

Message	Cause	Solution
<b>Electronic pollbook will not power up (screen is blank and green power light does not come on).</b>	No power.	Substitute power adapter from another pollbook to determine if adapter is defective.
	Power button not turned “On”.	Check that power switch on top of electronic pollbook is “ON”. The “On” switch is located under the black rubber flap.
	Power cord not properly plugged on or plugged into an inactive source of power.	Check power cords and power strip (if used). Try another electrical outlet. Call for tech support. Call your Local board of elections if the problem is not resolved.
	Battery not inserted properly.	Call your Local board of elections.
<b>The battery indicator in the lower left of the Electronic Pollbook screen says that the BT is 30% or less and the “AC” is “Offline”, or a warning screen appears saying “The battery is getting low.”</b>		Check to determine if power strip was accidentally turned off or extension cord is unplugged.
<b>Battery not fully charged and the Electronic Pollbook is not connected to a power source.</b>		<ol style="list-style-type: none"> <li>1. Check the power cords to make sure they are properly connected to the electronic pollbook and to a power source.</li> <li>2. Try plugging the Electronic Pollbook into another power source.</li> </ol> <p>NOTE: The battery display in the lower left corner turns yellow when battery power is at 30% and red at 15%. The Electronic Pollbook will automatically turn off when the battery reaches 10%.</p>

Message	Cause	Solution
<b>Warning screen appears displaying, “Battery not inserted.”</b>		Remove and reinsert battery.
	Battery is disconnected or missing	Call your Local board of elections immediately.
<b>Before the polls are “Opened” (Main Screen, “Manage Polls” tab), one or more statistics on the left side of the screen are not ZERO.</b>	Electronic Pollbook has not been configured properly.	Call your Local board of elections immediately. Do not network this Pollbook with other Pollbooks. Do not use the Electronic Pollbook to check in voters.
<b>Warning screen appears displaying, “The printer is either disconnected or disabled.”</b>		Replace or connect working printer.
<b>Printer is not turned on or is not properly connected to the Electronic Pollbook</b>		Check that the printer is turned on and properly connected to the Electronic Pollbook and a power source. If “Do you wish to disconnect or disable” message appears on the Electronic Pollbook screen, press “NO”.
<b>The voter’s Voter Authority Card (VAC) tears or jams as it is being printed.</b>		Press blue reprint button to print copy of most recently issued VAC produced on this EPB.
<b>Paper tears or jams.</b>		Press the “Feed” button on the printer to remove torn or jammed paper. Press the blue “Reprint” button to reprint the voter’s Voter Authority Card (VAC). NOTE: If a second copy of the voter’s Voter authority Card does not print after pressing the “Reprint” button on the printer, refer to Chapter _ for instructions on another method for printing another Voter Authority Card.

Message	Cause	Solution
<b>The printer needs a new roll of paper</b>		
<b>Printer out of paper (red marks appeared on the paper).</b>		<ol style="list-style-type: none"> <li>1. Push the “cover release Button” on the front of the printer and push open the paper compartment.</li> <li>2. Slide the paper release button (located on the right side) forward and use your thumbs to gently slide apart the paper guides located on both sides of the roll of paper.</li> <li>3. Place the holes of the new paper roll onto the paper guides. Make sure the paper feeds from the bottom.</li> <li>4. Slide the paper release button forward and gently slide the paper guides together.</li> <li>5. Pull the paper through the printer’s opening and close the cover.</li> </ol>
<b>Printer fails to print.</b>		Ensure paper is properly installed inside printer’s internal carriage. Check paper guides.
<b>Access to the top compartment of the Electronic Pollbook is necessary to resolve a problem with the compact flash card.</b>		
<b>There is a problem with the compact flash card</b>		<ol style="list-style-type: none"> <li>1. Record the inner seal number and reason why the compartment was opened on the Electronic Pollbook Integrity Report.</li> <li>2. Remove the seal and place the seal on the back of the Electronic Pollbook Integrity Report.</li> <li>3. Open the compartment lid and perform the necessary task or observe the authorized technician performing the task.</li> <li>4. When the task is completed, close the compartment lids, reseal, ad record the new seal number on the Electronic Pollbook Integrity Report.</li> </ol> <p>Contact your Local board of elections for technical support (Roamer).</p>